



## **Complaint Handling Mechanism of Procurement related Complaints**

1. The procurement related complaints should normally be forwarded through e-mail, online mode or through post to the address mentioned in the tender document. The cases where detailed address is not found in the tender document, a complaint may be forwarded to the authority inviting the tender to the office of HPSLDC on address as below:

(Designation of the concerned officer)  
HP state Load Despatch Centre,  
GoHP, SLDC Complex,  
Totu, Shimla (HP) - 171011  
Phone Number-+91-0177-2837649

**While forwarding complaints, the complainants should indicate following details:-**

i.	Tender No.	
li	Tender Description	
lii	Detail of complaint	
iv	Supporting document (if any)	
v	Complainants Name	
vi	Address	
vii	Contact No.	
viii	E-mail	

2. **Receipt of Complaints:** The complaints received by HPSLDC shall be entered in the register maintained for the same by the concerned department. The complaint shall be disposed and acted upon immediately and wherever required, reply shall be sent to the complainant about the action taken on his/her complaint.
3. **Investigation of complaints:** The complaint may be verified wherever felt necessary. The genuine complaint shall be investigated, and necessary

action shall be taken as per gravity and content of the complaint, within the provisions available in the tender document and other actions as permissible under codes and law. When the complaint pertains to procurements funded by GoI PSDF, State PSDF, International Bank for Reconstruction and Development (IBRD) and other Financial Institutions etc. then the Fraud and Corruption guidelines / Prohibited Practices etc. of Govt. of HP shall also be applicable

**4. Complaints and Debarment in cases of Purchase Preference to Make in India/ Domestic Purchase Preference:** The bidder claiming to be eligible for Local Supplier to get purchase preference as per Make in India Order, 2017 or Domestic Purchase Preference, are required to declare local content by giving certificate and other details as per tender document. Following procedure shall apply for wrong declaration and handling of related complaints: -

- (a) **Penalty for wrong complaints:-** The Complaint about wrong declaration of local content by a bidder or not adhering to declared local content during execution, may be filed to the office of Chief Engineer, HPSLDC and fine for filing such wrong complaint shall be Rs.10,000/- per case. The complaints shall be investigated by HPSLDC.
- (b) For making false declaration or providing false information in respect of local content for participation in a tender process or to secure a contract, a bidder or the bidder's successors can be debarred for up to two years along with such other actions as may be permissible under law.
- (c) A supplier who has been debarred by any procuring entity for violation of Make in India order or for reasons mentioned in (b) above, shall not be eligible for any purchase preference during the duration of the debarment. The list of debarred bidder/supplier along with duration and reason of debarment shall be uploaded on HPSLDC public website, GeM portals. In respect of procuring entities other than the one which has carried out the debarment, the debarment takes effect prospectively from the date of uploading on HPSLDC website so as ongoing procurements are not disrupted.
- (d) Concerned Authority of HPSLDC may constitute committees with internal and external experts (as provided in Para 9(d) of the Public Procurement (Preference to Make in India), Order 2017) like Chartered Accountants, Cost Accountants etc. for independent verification of self-declarations and auditor's/ accountant's certificates

on random basis and in the case of complaints.

- (e) Decisions on complaints relating to implementation of Make in India order shall be taken by the concerned Authority of HPSLDC, who is the competent authority empowered to look into procurement-related complaints relating to the procuring entity (HPSLDC).

- 5. **On line complaint:** Provision of submitting online complaint is also available on HPSLDC website link i.e. <https://hpslhc.com/> then click on the Complaint Handling Mechanism tab/menu.

While making complaint through online portal complete detail like tender number, description of the tender should be mentioned clearly in the complaint. These Complaints received centrally by the Complaint Handling Officer shall be promptly handed over to the concerned officials. The suitable record of receiving and disposal of these complaints shall be maintained.

- 6. A bidder shall not be eligible for any purchase preference as local supplier in the tender under settlement, for making false declaration or providing false information in respect of local content or during the duration of debarment as per clause 4(b) and (c) above.